

What's Changed on 01/18/2022

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This page notifies staff and the public of changes to the Cash and Nutrition Assistance Policy (CNAP) Manual regarding policy, procedures, and forms. Reminders and general information may also be displayed on this page. Prior What's Changed pages are listed in [FAA6.R01](#) of the CNAP Manual.

The above list summarizes the information on this page. Within the CNAP Manual, each item listed above links to screens below. This page must be discussed during the weekly [policy dissemination](#) in every office which determines eligibility, reviews eligibility, or answers questions regarding eligibility. ([Current week's FAA-1215A](#))

Change: Case Transfer on CARC with Pending ACTS Alerts

EFFECTIVE DATE: For any cases transferred on CARC on or after 01/11/2022

This change was made to align with the current division of the workload between statewide processing and change processing. This allows staff to transfer a case on CARC when an ACTS Alert is pending.

Previously, staff had to delete an ACTS Alert before transferring a case on CARC, and then recreate the ACTS Alert after the case was transferred. This process was error prone because not all the ACTS Alerts were being recreated and potential changes were being missed. Also, this process did not provide a true reflection of the ACTS Alert workload.

ACTS alerts no longer need to be deleted and recreated before transferring the case on CARC to the correct site code.

This new process does not eliminate the requirement to process ACTS Alerts.

Policy reference(s) revised due to this change:

FAA1.D12 – [Case Record Control \(CARC\) - Overview](#)

[Prior Policy](#)

Removed reference to ACTS Alerts in the first bullet due to a system change that occurred on 01/11/2022 to allow the case to be CARC with pending ACTS Alerts. (Effective for any cases transferred on CARC on or after 01/11/2022)

Reminder: CA Jobs Exemption Code for Cuban/Haitian Participants

Cubans or Haitians classified as Cuban or Haitian Entrants under Section 501(e) of the Refugee Education and Assistance Act of 1980 are considered qualified aliens. There is no 5-year waiting period for potential eligibility for NA and CA benefits.

Cuban or Haitian noncitizens are not work eligible and are exempt from CA Jobs work program requirements.

Key HC in the PAR/EXEM field on WORW.

For more information, see [FAA5.A04C](#) titled CA Jobs Exemptions and [FAA5.A04C.06](#) titled CA Jobs Exempt – Cuban Haitian Entrants in the CNAP Manual.

General Information: Low Income Household Water Assistance Program

The Low Income Household Water Assistance Program (LIHWAP) provides Arizona households with financial relief toward water and wastewater bills. LIHWAP is a temporary emergency assistance program created by the U.S. Department of Health and Human Services under the Consolidated Appropriations Act of 2021, with additional funds provided by the American Rescue Plan Act of 2021.

Eligible households statewide may receive up to \$1800 in water assistance, depending on their need. Assistance includes water service restoration, past-due obligations, and future bills.

To be eligible for LIHWAP, an applicant must meet all the following criteria:

- US citizen or qualified noncitizen
- Resident of Arizona at the time of application
- Household income at or below 60% of the state median income for households 8 or fewer or household income at or below 150% of the federal poverty level for households with more than 8 members
- Have not received any other financial assistance for water services during the time for which the applicant is seeking LIHWAP assistance

Applicants whose water services have been disconnected or are pending disconnection are prioritized as follows:

- Households with members over the age of 60
- Households with members under the age of five
- Households with members who have a disability
- Households whose average water bills exceed more than 5% of their monthly income

For additional information about and to apply for the LIHWAP assistance online use the DES portal for the [Low Income Household Water Assistance Program](#). Interested parties may also apply by phone through the toll free hotline at (833) 453-2142 or by downloading a paper application from the DES portal and mailing it to the address on the application.

The following documentation must be provided:

- Applicant's photo ID
- Income documents

- Water and/or sewer bills
- Disconnection notice (if applicable)
- Lease agreement (if applicable)

LIHWAP payments are not countable as income, a resource, or a vendor payment for any state or federal assistance program.

NOTE The participant's water expense amount(s) must not be removed or reduced as a result of participating in this program.

Key the OX Unearned Income Code in the INC TYPE field on UNIC. Document the case file with the following: Budgeted LIHWAP assistance payment.

For additional information, see [Low Income Household Water Assistance Program](#)

General Information: Forms Update

Changes to Forms – 01/08/2022 through 01/14/2022

As a reminder, it is important not to save documents on your desktop or a folder. It is better to use the form you need directly from the [Document Center](#). Forms are frequently updated and sometimes the current form must be used for programming purposes.

Revised forms:

- No forms were revised during the specified period

Newly created forms:

- No forms were created during the specified period

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- Don't Take a Chance...Report a Change! (FAA-1760A) poster
- Don't Take a Chance...Report a Change! (FAA-1760A-S) poster
- Don't Take a Chance...Report a Change! (FAA-1759A-S) flyer
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New Marketing Materials (Posters, Pamphlets, Flyers):

- Employee Benefits Unit (EBU) (FAA-1820A) flyer

Forms Archived from the Document Center

- Agreement to Establish Lien (FAA-1712A) form